

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 4163

TITLE: ASSISTANT DIRECTOR, PUBLIC SAFETY COMMUNICATIONS CENTER

GRADE: P-26

DEFINITION:

Under the general supervision of the Director, directs the day to day operation of the Public Safety Communication Center (PSCC), oversees PSCC shift supervisors as well as managers responsible for communication systems operation, serves as liaison with the County's Police, and Fire and Rescue departments, oversees training and development of center staff and performs other duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is a single position civilian class that functions as second-in-command in the Police Department's Public Safety Communication Center. The Assistant Director has primary responsibility for directing daily operations of the Center while the Director retains primary responsibility for anticipating future public safety communication needs of the County, developing strategies employing the latest in telecommunication technology to meet those needs, and developing/maintaining liaisons with agency/department management to insure effective interface with the Public Safety Communication Center.

ILLUSTRATIVE DUTIES:

Oversees daily activities in the Public Safety Communications Center (PSCC);
Supervises the PSCC shift supervisors and other managers/staff responsible for CAD, radio and other telecommunication system operations;
In conjunction with PSCC Director, establishes service delivery standards/protocols and ensures implementation;
Keeps PSCC staff apprised of departmental directives relating to service delivery;
Identifies deficiencies, problems and new requirements for the operation of the PSCC (including computer and telecommunication systems) and recommends appropriate responses;
Reviews weekly statistical reports on staff utilization and identifies/implements productivity improvement initiatives;
Maintains ongoing liaison with management of the Fire and Rescue Department, Office of the Sheriff, Department of Information Technology and supporting subcontractors;
Attends Command Staff and Patrol Bureau meetings to provide PSCC support;
Prepares various statistical reports on PSCC operations and staff utilization for department management review;
Directs the preparation of PSCC's annual budget request;
Coordinates all PSCC recruiting activities with the Police Department's Personnel Division including providing recommendations for employment of applicants based on test scores and final interviews;

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Designs, in conjunction with the Police Department Personnel Division and the Department of Human Resources, internal promotion processes and coordinates the selection of evaluators and/ or serves as an evaluator;

Reviews/approves PSCC staff promotions, transfers, etc.;

Oversees staff training;

Reviews all disciplinary reports and makes recommendations to PSCC Director or imposes appropriate discipline;

Conducts and/or reviews citizen complaint investigations and approves complaint resolution;

Schedules PSCC tours by members of the public and other public safety agencies;

Attends professional meetings and keeps abreast of policy and technological advancements in public safety communications;

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Extensive knowledge of response procedures for police and fire and rescue;

Thorough knowledge of computer-aided dispatch, radio communications, and telecommunications systems that support public safety activities;

Thorough knowledge of Federal, State, and county laws affecting PSCC operations;

Thorough knowledge of County and regional policies and procedures affecting PSCC operations;

Thorough knowledge of Federal Communications Commission rules and regulations affecting public safety communications;

Knowledge of the principles and practices of public administration, including organizational development, personnel, training, budgeting, and management analysis;

Knowledge of the County's administrative processes and procedures;

Ability to identify operational problems or weaknesses and develop solutions;

Ability to effectively manage, train, and motivate employees and resolve conflicts;

Ability to organize, plan, direct, and supervise the work of a large staff;

Ability to analyze data and draw sound conclusions;

Ability to communicate effectively, orally and in writing;

Ability to establish and maintain effective working relationships with supervisors, subordinates, technical support personnel, and officials in various government agencies.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:

Graduation from an accredited four-year college or university with a bachelor's degree in public administration, business administration, police science, computer science, or a related field; PLUS

Three years of experience working in a public safety communications center (PSCC), including two years of experience maintaining, enhancing, and operating a computer-aided dispatch system and/or supervising staff in a PSCC.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

REVISED: August 9, 2001

ESTABLISHED: July 7, 1997